

Minutes of the Seventh meeting of the Redlands Patient Participation Group (Redlands PPG) held on Thursday 1st May, 2025 at 5:30 p.m. at the Redlands Surgery. DRAFT 1

Minute	Discussion	Action
Present:	Barbara Clift (Acting Chair), Marilyn Daw, Secretary, John Downes, Maggie Dunlop, Margaret Elliott, Michael Elliott, Trevor Evsdon, Heather Gledhill, Dr Jo Harris, Debbie Keast & Becky Stannard,	
Apologies:	Lin Denner	
Minutes	Whilst waiting for Dr Jo to arrive the Chair started the meeting. The minutes of the 23 rd March were amended (Maggie Dunlop delivering Leaflets to Thorverton) and signed as a true record.	
Matters Arising:	<p><u>Communication:</u> Members have placed the PPG leaflet in locations as agreed. These to be regularly replenished. With maybe a valuation form on reception for Friends & Family.</p> <p><u>New Complaints Procedure:</u> The Chair urged that this leads to knowing where the System is failing and recommended a better name be “Customer Feedback”. Dr Jo Arrived.</p> <p>Following discussion on Patient Feedback it was noted that Dr Jo is the conduit for this. Ideas put forward using QR Code; Google link; Feedback slips. Marketing is all important. Anonymous feedback gives no opportunity for redress.</p> <p>Possibility of Practitioners making it known that they appreciate any feedback including compliments, concerns and complaints, maybe by asking “What did we do well? What could we do better?</p> <p>An appointment is the preferred method at Redlands. It was noted information on The My Care Hospital System is not sent to our Doctors. Patients need to be aware they need to be proactive for own care.</p> <p>Patient Open Days were suggested with “Ambassadors for Redlands” present. Opportunity given to come and have your say. To include: Refreshments (cheese scones); Stalls; Paramedic display and tours around the site. Redlands League of Friends and Bouncy Castle. Debbie recommended a shareable link be set up for Open Day.</p> <p><u>Thorverton Scene Newsletter:</u> Mrs Jones happy for Redlands to use items for our own newsletter when published. Cost to produce is 50p - £1 a copy. League of Friends to be approached regarding finance.</p> <p>Agenda Item for next Meeting: Patient Communication</p>	<p>All</p> <p>Send Trevor new Website Format.</p> <p>All</p>
Any Other Business:	<p><u>Communication within Surgery:</u> Staff to be made aware of PPG Meetings in Surgery Diary for the Day.</p> <p><u>Website Update:</u> Changes to be implemented in August; Feed back communication on this to be included at next meeting.</p>	

Date of Next Meeting:	Thursday 5 th June 2025 at 5:30 p.m. in Redlands The meeting closed at 6:30 p.m.	
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Signed: **Chair** **Date:**